

**Board of Chiropractic Examiners**

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**NOTICE OF PUBLIC MEETING****STRATEGIC PLANNING COMMITTEE****May 22, 2008**

Upon conclusion of the Legislative Committee  
Hearing Room  
1625 N. Market Blvd, Room S102  
Sacramento, CA 95834

**AGENDA****CALL TO ORDER****Discussion and Possible Action:**

- Strategic Plan 2008

**PUBLIC COMMENT****NEW BUSINESS – Future Agenda Items****ADJOURNMENT****STRATEGIC PLANNING**

Richard H. Tyler, D.C. Chair  
Francesco Columbu, D.C.

***The Board of Chiropractic Examiners' paramount responsibility is to protect California consumers from the fraudulent, negligent, or incompetent practice of chiropractic care.***

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A quorum of the Board may be present at the Committee meeting. However, Board members who are not on the committee may observe, but may not participate or vote. Public comments will be taken on agenda items at the time the specific item is raised. The Committee may take action on any item listed on the agenda, unless listed as informational only. All times are approximate and subject to change. Agenda items may be taken out of order to accommodate speakers and to maintain a quorum. The meeting may be cancelled without notice. For verification of the meeting, call (916) 263-5355 or access the Board's Web Site at [www.chiro.ca.gov](http://www.chiro.ca.gov).

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The meeting is accessible to those with physically disabilities. If a person needs disability-related accommodations or modifications in order to participate in the meeting, please make a request no later than five working days before the meeting to the Board by contacting Marlene Valencia at (916) 263-5355 ext. 5363 or sending a written request to that person at the Board of Chiropractic Examiners, 2525 Natomas Park Drive, Suite 260, Sacramento, CA 95833. Requests for further information should be directed to Ms. Valencia at the same address and telephone number.

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State of California  
Board of Chiropractic Examiners

Draft  
Strategic Plan

May 2008



Arnold Schwarzenegger, Governor  
*State of California*

## Members of the Board

Dr. Frederick Lerner, D.C., Chair

Dr. Hugh Lubkin, D.C., Vice Chair

Dr. Francesco Columbu, D.C., Secretary

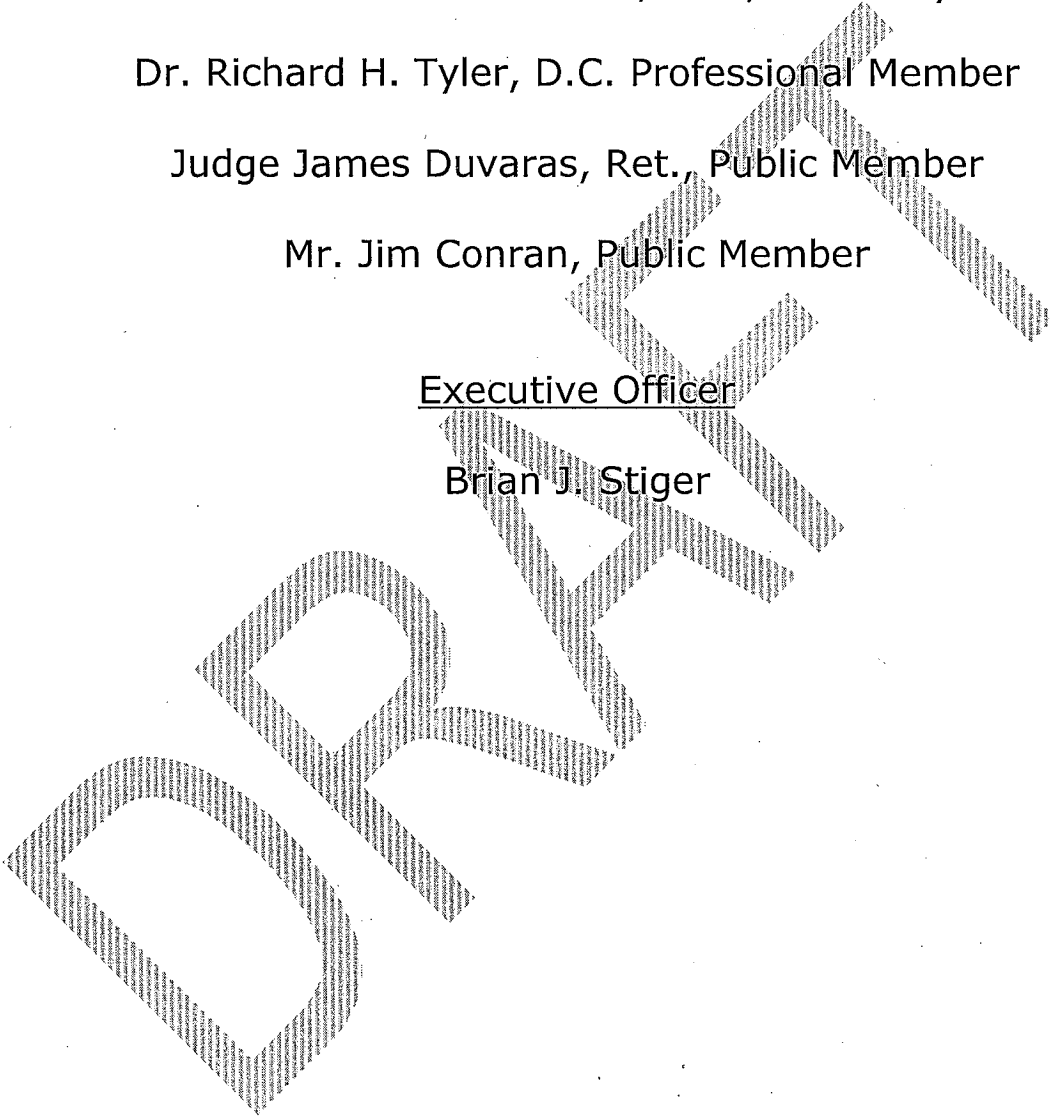
Dr. Richard H. Tyler, D.C. Professional Member

Judge James Duvaras, Ret., Public Member

Mr. Jim Conran, Public Member

## Executive Officer

Brian J. Stiger



# Board of Chiropractic Examiners Strategic Plan

May 2008

## Our Mission:

The Board of Chiropractic Examiners' paramount responsibility is to protect California consumers from the fraudulent, negligent, or incompetent practice of chiropractic care.

## Our Vision:

(Under Development)

## Our Values:

We value:

- Working together as a team to protect consumers.
- Professionalism in serving the profession.
- Feedback, suggestions, and innovative ideas to improve daily operations.
- Providing excellent customer service to consumers, applicants, licensees, and staff.
- Productive partnerships with consumers, licensees, and professional associations.

## Goals and Objectives

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### ***Goal One:***

***Establish a Board culture that fosters and promotes consumer protection, effective board governance, and accountability.***

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- 1.1 Establish and maintain a Board Member Administrative Manual to assist Board Members carry out their responsibility to develop policy, adjudicate disciplinary matters, and protect the public's interest.
  - 1.2 Restructure the organization to establish clear lines of responsibility, authority and accountability.
  - 1.3 Develop and update operating procedures to reflect best regulatory practices.
  - 1.4 Analyze all core business processes and identify opportunities to decrease processing times, decrease costs or improve quality.
  - 1.5 Develop and implement an Internal Control system for management accountability.
  - 1.6 Develop a management information system to track priorities and identify areas of concern and establish accountability.
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### ***Goal Two:***

***Improve enforcement operations to protect consumers and create a fair and equitable marketplace for chiropractic doctors.***

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- 2.1 Establish in-house investigator positions to investigate consumer complaints, monitor probationers, and conduct random and directed inspections of chiropractic clinics.
- 2.2 Revamp the expert consultant / witness program to improve overall effectiveness and minimize conflicts of interest.
- 2.3 Redesign the complaint handling system to reduce handoff points, maintain continuity throughout the process, and decrease processing times.
- 2.4 Analyze complaint trends, inspection reports, and enforcement tips to focus enforcement resources appropriately.
- 2.5 Develop a process to address unlicensed practice allegations on a continuous basis and devote the resources necessary to minimize this population.

- 2.6 Improve case management process to quickly identify and address aged complaints and investigations and other enforcement actions to ensure management oversight.
  - 2.7 Develop baseline and performance measures for primary functions of the enforcement process.
  - 2.8 Adopt regulations to institute a citation and fine program and "Letter of Admonishment" to address alleged less serious violations of the Initiative Act and chiropractic regulations.
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***Goal Three:***

***Strengthen licensing procedures to ensure only competent applicants gain entry to the profession and seek ways to facilitate the license renewal process.***

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- 3.1 Review and update licensing procedures to include time lines and confirmation that all requirements are satisfied prior to releasing an initial license
  - 3.2 Establish a process to review chiropractic colleges and schools to ensure the level of instruction is consistent with all relevant laws and regulations.
  - 3.3 Work with the Department of Consumer Affairs to provide the option to license renewal through the internet.
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***Goal Four:***

***Improve and enhance continuing education requirements for licensees.***

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- 4.1 Increase the required number of annual continuing education hours to ensure doctors of chiropractic maintain professional competency.
- 4.2 Provide options for the profession to take continuing education courses through distance learning and other relevant health care professional courses.
- 4.3 Develop a continuing education course auditing system to ensure providers are delivering quality instruction to licensees and take action against those providers who fail to meet the quality standards.
- 4.4 Simplify the continuing education application process to ensure applicants have a clear understanding of the requirements and to reduce processing times.

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***Goal Five:***

***Develop outreach strategies to educate consumers and licensees to improve consumer protection.***

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- 5.1 Develop consumer education materials in different languages to assist consumers make informed decisions.
  - 5.2 Develop a quarterly newsletter in an electronic format to provide information to consumers, licensees, and other stake holders.
  - 5.3 Partner with state and local governments to participate in consumer related events to provide information about the Board's mission and consumer protection services.
  - 5.4 Enhance the Board's website to provide useful information to consumers and licensees and serve as viable means of communication.
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